

**Amendments to the Specification:**

Please replace the paragraph beginning at page 20, line 1 with the following amended paragraph:

The capability to customize Switch Intelligence Function 226 is a hallmark of the present invention. In a preferred embodiment of the present invention, Call Segment Instance Service 202 and Facilities Service 204 are independently customizable. Thus, according to a preferred embodiment of the present invention, Call Segment Instance Service 202 and Facilities Service 204 each provide two types of APIs: programming APIs and control APIs. FIG. 5 is an object view of Call Segment Instance Service 202, and is useful in explaining the difference between these two types of APIs. As will be apparent to one skilled in the relevant art, this discussion is applies in a similar fashion to Facilities Service 204.

*Ch 9 Lc 50 - 62*